

7817.1000 APPEALS AND COMPLAINTS.

Subpart 1. **Appeal of decision to deny or terminate credits.** An applicant or recipient has the right to appeal a local service provider's decision to deny or terminate credits. The appeal must be in writing and must be received by the commission or the provider within 60 days following the date of the notice denying or terminating credits. A local service provider, upon notice of an appeal, must not terminate credits while the appeal is pending. Appeal hearings must be conducted at a reasonable time, date, and place by the commission. An applicant or recipient may introduce evidence relevant to the issues on appeal. The decision must be based on evidence introduced at the hearing.

Subp. 2. **Complaint procedure.** Complaints against the local service providers regarding the telephone assistance plan may be referred to the commission. Complaints against local service providers regarding the telephone assistance plan must be investigated by the Department of Commerce. The Department of Commerce shall report the status of its investigation to the commission within 45 days of receipt of the complaint.

Statutory Authority: *MS s 237.69 to 237.711*

History: *12 SR 1256; L 2001 1Sp4 art 6 s 1; 34 SR 818*

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